

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the application.

Please cancel claims 1-40 without prejudice.

Please add the following new claims:

**Listing of Claims:**

41. (New) A system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the system comprising:

a) a receiving subsystem configured to electronically receive information over a distributed computer network related to a first performance level of a first resolver's evaluation of data items, and a predetermined performance level;

b) a comparison subsystem configured to electronically compare the first performance level and the predetermined performance level; and

c) a discrepancy subsystem configured to electronically report a discrepancy based on predefined criteria between the first performance level and the predetermined performance level.

42. (New) The system of claim 41 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to the first resolver over a distributed computer network.

43. (New) The system of claim 41 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to a system manager over a distributed computer network.

44. (New) A system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the system comprising:

a) a receiving subsystem configured to electronically receive information over a distributed computer network related to a first validity level of a first resolver's evaluation of data items, and a predetermined validity level;

b) a comparison subsystem configured to electronically compare the first validity level and the predetermined validity level; and

c) a discrepancy subsystem configured to electronically report a discrepancy based on predefined criteria between the first validity level and the predetermined validity level.

45. (New) The system of claim 44 wherein the receiving subsystem is further configured to receive an evaluation result for a quality item from the first resolver over a distributed computer network and a known evaluation result for the quality item.

46. (New) The system of claim 44 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to the first resolver over a distributed computer network.

47. (New) The system of claim 44 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to a system manager over a distributed computer network.

48. (New) A system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the system comprising:

a) a receiving subsystem configured to electronically receive information over a distributed computer network related to a first reliability level of a first resolver's evaluation of data items, and a predetermined reliability level;

b) a comparison subsystem configured to electronically compare the first reliability level and the predetermined reliability level; and

c) a discrepancy subsystem configured to electronically report over a distributed computer network a discrepancy based on predefined criteria between the first reliability level and the predetermined reliability level.

49. (New) The system of claim 48 wherein the receiving subsystem is further configured to receive a first evaluation result corresponding to the first resolver's evaluating of a data item during a first time period and to receive a second evaluation result corresponding to the first resolver's evaluation of the data item during a second time period.

50. (New) The system of claim 48 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to the first resolver over a distributed computer network.

51. (New) The system of claim 48 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to a system manager over a distributed computer network.

52. (New) A system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the system comprising:

a) a receiving subsystem configured to electronically receive information over a distributed computer network related to a first speed level of a first resolver's evaluating of data items, and a predetermined speed level;

b) a comparison subsystem configured to electronically compare the first speed level and the predetermined speed level; and

c) a discrepancy subsystem configured to electronically report a discrepancy over a distributed computer network based on predefined criteria between the first speed level and the predetermined speed level.

53. (New) The system of claim 52 wherein the receiving subsystem is further configured to receive at least one of the following: a first evaluating rate corresponding to the first resolver's evaluating of the data items, an average evaluating rate corresponding to a selected group of resolvers' evaluating of the data items, and a second evaluating rate corresponding to a second resolver's evaluating of the data items.

54. (New) The system of claim 53 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to the first resolver over a distributed computer network.

55. (New) The system of claim 53 wherein the discrepancy subsystem is further configured to electronically report the discrepancy to a system manager over a distributed computer network.

56. (New) A system for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the system comprising:

a) receiving subsystem configured to electronically receive first performance levels over a distributed computer network corresponding to a resolver's evaluating of data items at predetermined past intervals in time, and electronically receiving over a distributed computer network a second predetermined performance level;

b) a comparison subsystem configured to electronically compare the second predetermined performance level and the first performance level; and

c) a discrepancy subsystem configured to electronically detect a discrepancy based on predefined criteria between the second predetermined performance level and the first performance level and signaling the resolver to halt data item evaluating for a break time.

57. (New) The system of claim 56 wherein the receiving subsystem is further configured to electronically receive first validity levels from the resolver over a distributed computer network and to electronically receive a second predetermined validity level over a distributed computer network.

58. (New) The system of claim 56 wherein the receiving subsystem is further configured to electronically receive first reliability levels from the resolver over a distributed computer network and to electronically receive a second predetermined reliability level over a distributed computer network.

59. (New) The system of claim 56 wherein the subsystem is further configured to electronically receive first speed levels from the resolver over a distributed computer network and to electronically receive a second predetermined speed level over a distributed computer network.

60. (New) The system of claim 56 wherein the discrepancy subsystem is further configured to electronically detect a discrepancy based on predefined criteria between the second predetermined performance level and the first performance levels and providing the resolver with diversionary activities over a distributed computer network.

61. (New) The system of claim 56 wherein the discrepancy subsystem is further configured to enable the resolver to select diversionary activities over a distributed computer network when the resolver is signaled for the break time.

62. (New) A system for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the system comprising:

a) a receiving subsystem configured to electronically receive first evaluation rates corresponding to a resolver's evaluating of data items at predetermined past intervals in time, and electronically receive a second present evaluation rate corresponding to the resolver's evaluating of the data items at a present time;

b) a comparison subsystem configured to electronically compare the second evaluation rate and the first evaluation rate; and

c) a discrepancy subsystem configured to electronically detect a discrepancy based on predefined criteria between the second evaluation rate and the first evaluation rate as indicated by the comparison subsystem and signal over the distributed computer network the resolver to halt data item evaluation for a break time.

63. (New) The system of claim 62 wherein the discrepancy subsystem is further configured to electronically detect a discrepancy based on predefined criteria between the second present evaluation rate and the first evaluation rate as indicated by the comparison subsystem and provide the resolver with diversionary activities over the distributed computer network.

64. (New) The system of claim 62 wherein the discrepancy subsystem is further configured to enable the resolver to select diversionary activities over the distributed network when the resolver has been signaled for the break time.

65. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first performance level of a first resolver's evaluation of data items, and a predetermined performance level;
- b) electronically comparing the first performance level and the predetermined performance level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first performance level and the predetermined performance level.

66. (New) The computer-readable program storage medium of claim 65 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

67. (New) The computer-readable program storage medium of claim 65 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

68. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for electronically providing performance feedback based upon a comparison of a resolver's performance in scoring data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first validity level of a first resolver's evaluation of data items, and a predetermined validity level;
- b) electronically comparing the first validity level and the predetermined validity level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first validity level and the predetermined validity level.

69. (New) The computer-readable program storage medium of claim 68 wherein the step of electronically receiving information comprises receiving an evaluation result for a quality item from the first resolver and a known score for the quality item.

70. (New) The computer-readable program storage medium of claim 68 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

71. (New) The computer-readable program storage medium of claim 68 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

72. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first reliability level of a first resolver's evaluation of data items, and a predetermined reliability level;
- b) electronically comparing the first reliability level and the predetermined reliability level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first reliability level and the predetermined reliability level.

73. (New) The computer-readable program storage medium of claim 72 wherein the step of electronically receiving information comprises receiving a first evaluation result corresponding to the first resolver's evaluation of a data item during a first time period and for receiving a second evaluation result corresponding to the first resolver's evaluation of the data item during a second time period.

74. (New) The computer-readable program storage medium of claim 72 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

75. (New) The computer-readable program storage medium of claim 72 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

76. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluation of data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first speed level of a first resolver's evaluation of data items, and a predetermined speed level;
- b) electronically comparing the first speed level and the predetermined speed level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first speed level and the predetermined speed level.

77. (New) The computer-readable program storage medium of claim 76 wherein the step of electronically receiving information comprises receiving at least one of the following: a first evaluation rate corresponding to the first resolver's evaluation of the data items, an average evaluation rate corresponding to a selected group of resolvers' evaluation of the data items, and a second evaluation rate corresponding to a second resolver's evaluation of the data items.

78. (New) The computer-readable program storage medium of claim 76 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

79. (New) The computer-readable program storage medium of claim 76 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

80. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the method comprising the steps of:

- a) electronically receiving first performance levels corresponding to a resolver's evaluation of data items at predetermined past intervals in time, and electronically receiving a second predetermined performance level;



b) electronically comparing the second predetermined performance level and the first performance level; and

c) electronically detecting a discrepancy based on predefined criteria between the second predetermined performance level and the first performance level and signaling the resolver to halt data item evaluation for a break time.

81. (New) The computer-readable program storage medium of claim 80 wherein the step of electronically receiving first performance levels comprises electronically receiving first validity levels from the resolver and electronically receiving a second predetermined validity level.

82. (New) The computer-readable program storage medium of claim 80 wherein the step of electronically receiving first performance levels comprises electronically receiving first reliability levels from the resolver and electronically receiving a second predetermined reliability level.

83. (New) The computer-readable program storage medium of claim 80 wherein the step of electronically receiving first performance levels comprises electronically receiving first speed levels from the resolver and electronically receiving a second predetermined speed level.

84. (New) The computer-readable program storage medium of claim 80 wherein the step of electronically detecting a discrepancy comprises electronically detecting a discrepancy based on predefined criteria between the second predetermined performance level and the first performance levels and providing the resolver with diversionary activities.

85. (New) The computer-readable program storage medium of claim 80 wherein the step of electronically detecting a discrepancy comprises enabling the resolver to select diversionary activities when the resolver is signaled for the break time.

86. (New) A computer-readable program storage medium tangibly embodying a data package and associated verification instructions executable by a computing system for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the method comprising the steps of:

- a) electronically receiving first evaluation rates corresponding to a resolver's evaluating of data items at predetermined past intervals in time, and electronically receiving a second present evaluation rate corresponding to the resolver's scoring of the data items at a present time;
- b) electronically comparing the second scoring rate and the first scoring rate; and
- c) electronically detecting a discrepancy based on predefined criteria between the second evaluation rate and the first evaluation rate as indicated by the comparison step and signaling the resolver to halt data item evaluation for a break time.

87. (New) The computer-readable program storage medium of claim 86 wherein the step of electronically detecting a discrepancy further comprises electronically detecting a discrepancy based on predefined criteria between the second present evaluation rate and the first evaluation rate as indicated by the comparison step and providing the resolver with diversionary activities.

88. (New) The computer-readable program storage medium of claim 86 wherein the step of electronically detecting a discrepancy further comprises enabling the resolver to select diversionary activities when the resolver has been signaled for the break time.

89. (New) A method for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first performance level of a first resolver's evaluation of data items, and a predetermined performance level;
- b) electronically comparing the first performance level and the predetermined performance level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first performance level and the predetermined performance level.

90. (New) The method of claim 89 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

91. (New) The method of claim 89 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

92. (New) A method for electronically providing performance feedback based upon a comparison of a resolver's performance in scoring data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first validity level of a first resolver's evaluation of data items, and a predetermined validity level;
  - b) electronically comparing the first validity level and the predetermined validity level;
- and
- c) electronically reporting a discrepancy based on predefined criteria between the first validity level and the predetermined validity level.

93. (New) The method of claim 92 wherein the step of electronically receiving information comprises receiving an evaluation result for a quality item from the first resolver and a known score for the quality item.

94. (New) The method of claim 92 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

95. (New) The method of claim 92 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

96. (New) A method for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluating data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first reliability level of a first resolver's evaluation of data items, and a predetermined reliability level;
- b) electronically comparing the first reliability level and the predetermined reliability level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first reliability level and the predetermined reliability level.

97. (New) The method of claim 96 wherein the step of electronically receiving information comprises receiving a first evaluation result corresponding to the first resolver's

evaluation of a data item during a first time period and for receiving a second evaluation result corresponding to the first resolver's evaluation of the data item during a second time period.

98. (New) The method of claim 96 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

99. (New) The method of claim 96 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

100. (New) A method for electronically providing performance feedback based upon a comparison of a resolver's performance in evaluation of data items to predetermined performance criteria, the method comprising the steps of:

- a) electronically receiving information related to a first speed level of a first resolver's evaluation of data items, and a predetermined speed level;
- b) electronically comparing the first speed level and the predetermined speed level; and
- c) electronically reporting a discrepancy based on predefined criteria between the first speed level and the predetermined speed level.

101. (New) The method of claim 100 wherein the step of electronically receiving information comprises receiving at least one of the following: a first evaluation rate corresponding to the first resolver's evaluation of the data items, an average evaluation rate corresponding to a selected group of resolvers' evaluation of the data items, and a second evaluation rate corresponding to a second resolver's evaluation of the data items.

102. (New) The method of claim 100 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to the first resolver.

103. (New) The method of claim 100 wherein the step of electronically reporting a discrepancy comprises electronically reporting the discrepancy to a system manager.

104. (New) A method for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the method comprising the steps of:

a) electronically receiving first performance levels corresponding to a resolver's evaluation of data items at predetermined past intervals in time, and electronically receiving a second predetermined performance level;

b) electronically comparing the second predetermined performance level and the first performance level; and

c) electronically detecting a discrepancy based on predefined criteria between the second predetermined performance level and the first performance level and signaling the resolver to halt data item evaluation for a break time.

105. (New) The method of claim 104 wherein the step of electronically receiving first performance levels comprises electronically receiving first validity levels from the resolver and electronically receiving a second predetermined validity level.

106. (New) The method of claim 104 wherein the step of electronically receiving first performance levels comprises electronically receiving first reliability levels from the resolver and electronically receiving a second predetermined reliability level.

107. (New) The method of claim 104 wherein the step of electronically receiving first performance levels comprises electronically receiving first speed levels from the resolver and electronically receiving a second predetermined speed level.

108. (New) The method of claim 104 wherein the step of electronically detecting a discrepancy comprises electronically detecting a discrepancy based on predefined criteria between the second predetermined performance level and the first performance levels and providing the resolver with diversionary activities.

109. (New) The method of claim 104 wherein the step of electronically detecting a discrepancy comprises enabling the resolver to select diversionary activities when the resolver is signaled for the break time.

110. (New) A method for increasing resolver efficiency by monitoring resolver performance in evaluating data items and recommending break times to the resolvers, the method comprising the steps of:

a) electronically receiving first evaluation rates corresponding to a resolver's evaluating of data items at predetermined past intervals in time, and electronically receiving a second present evaluation rate corresponding to the resolver's scoring of the data items at a present time;

b) electronically comparing the second scoring rate and the first scoring rate; and

c) electronically detecting a discrepancy based on predefined criteria between the second evaluation rate and the first evaluation rate as indicated by the comparison step and signaling the resolver to halt data item evaluation for a break time.

111. (New) The method of claim 110 wherein the step of electronically detecting a discrepancy further comprises electronically detecting a discrepancy based on predefined criteria between the second present evaluation rate and the first evaluation rate as indicated by the comparison step and providing the resolver with diversionary activities.

112. (New) The method of claim 110 wherein the step of electronically detecting a discrepancy further comprises enabling the resolver to select diversionary activities when the resolver has been signaled for the break time.